

Position Title:	Ambulance Wish SA Coordinator
Role Type:	Ongoing, Part Time 0.6FTE, worked across 3 days (Monday and Thursday compulsory)
Award and Level:	Social, Community, Home Care and Disability Services Award Level 3
Background	
Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. Ambulance Wish SA (AWSA) is a program of Palliative Care SA in collaboration with St John Ambulance SA and Flinders University. The programs' purpose is to give South Australians living with a life-limiting condition access to the planning, coordination, specialist transport, photography and clinical care they need to create a memory that will last forever. ambulancewishsa.org.au	
Position Summary	
The Ambulance Wish SA Coordinator is responsible for the implementation and coordination of the Ambulance Wish SA program. The role includes planning and dispatch coordination for wish fulfilment and memory pack delivery, ensuring the right people, vehicles and resources are in the right place at the right time to safely and compassionately fulfil wishes. As a qualified Ambulance Driver, the AWSA Coordinator applies their operational knowledge and experience to support planning and dispatch activities, acts as a backup driver for wish fulfillment when required and assists with the training and support of volunteers to ensure the safe and effective delivery of the program.	
Main Tasks and Responsibilities	
Wish Fulfilment Coordination	
• Coordinate the wish fulfilment aspect of the Ambulance Wish project ○ Follow wish fulfilment systems, schedules and documentation to coordinate the wish fulfilment aspect of the program ○ Coordinate risk and issues identification activities and coordinate their management, escalate as appropriate and document all for continuous quality improvement ○ Coordinate the wish teams (planning, wish day and memory making) including staff, volunteers and agencies, across different organisations ○ Collate wish supplies and ensure resources are in place for all wishes ○ Monitor wish forms and records to ensure quality and accuracy in completion ○ Host wish planning meetings and post wish review meetings ensuring appropriate documentation ○ Organise and deliver Memory Packs to family, and ensure evaluations and feedback are completed ○ Be available to participate in wishes as back up as needed ○ Identify opportunities to increase funds (fundraising, sponsorship etc) and membership engagement related to AWSA • Resources and Wish equipment ○ Coordinate program resources and supplies to ensure consistency in program branding, quality and delivered on time ○ Maintain oversight of version control and quality control of resources, supplies and equipment related to the program ○ Maintain and monitor resources, supplies and equipment materials (including stock levels)	

- Reporting and Records
 - Produce monthly reports for Managers including basic analysis and recommendations
 - Use existing systems to maintain records of task activities and communications to ensure effective delivery of activities and whole of organisation communication and relationship tracking
 - Complete program report and present to the program steering committee
- Work closely with:
 - *Steering Committee* to provide reporting, updates and insights into Ambulance Wish SA activities.
 - *PCSA Core Team* to support quality marketing, communications, media engagement, storytelling for all AWSA activities

Wish Volunteer Coordination

- Recruit, train and coordinate AWSA volunteers (VoliVILLAGE)
- Lead and coach volunteers to enable them to be the best they can by providing supervision, mentoring and guidance
- Manage the effective delegation of workflow/duties to volunteers
- Create a positive and productive culture, ensuring to lead by example at all times
- Reporting and Records keeping

Governance, Quality and Continuous Improvement

- Contribute to continuous improvement of the organisation's business management system
- Ensure appropriate knowledge management documentation is in place in your area
- Contribute to and undertake internal audits, paying attention to details of processes and identify improvements that can be made to deliver organisational results
- Assist in the development of work instructions and procedures

WHSE: Promote a Positive Work, Health and Safety Environment

- Promote a workplace that is free from bullying and harassment
- Comply with Equal Employment Opportunity and Discrimination legislation
- Take personal responsibility for complying with WHS policies and procedures
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace
- Ensure safety and ergonomics of your work area
- Keep the workplace free from harassment and discrimination

Notwithstanding the above, other duties as reasonably directed.

Key Attributes			
Essential • Experience as an Ambulance Transport Officer/Patient or similar • Certificate III in Non Emergency Patient Transport or similar • Strong understanding of the Health Care sector • Strong ICT skills (including accurate record entry and coordination, activity tracking) • Stakeholder management and engagement • Strong oral and written communication skills • Customer service focus • Good time management, planning and organisational skills • Problem solving and resourcefulness • Good listener, caring and compassionate • Flexibility and accountability • A shared passion and determination to play a key role in delivering the mission and vision of the organisation			
Desirable • Experience in working with volunteers • Work experience in palliative care			
Our Inclusivity Statement			
Palliative Care South Australia values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care South Australia: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.			
TERMS AND CONDITIONS OF EMPLOYMENT			
Requirements: For acceptance of this position the employee must hold a current: • National Police Check • Current driver's license • Comply with stakeholder vaccination requirements • Right to work in Australia • Able to comply with stakeholder worker screening/check requirements • Current Non prohibited Working with Children Check Conditions • 6 month probation period for new employees • Comply with organisational policies and standards of conduct • Occasional driving from office to other locations may be required • Some intra and interstate travel may be required including overnight trips • Out of hours work may be required			
EMPLOYEE ACKNOWLEDGEMENT			
Employee Full Name		Signature	Date
Date Position Description (PD) Approved by CEO			24/07/2026